

Consumer Information and Procedures

-- Establishing Service

Applying For Service

To establish local telephone service, you should apply to the business office of the company serving your area. The local telephone directory will give the address of the office and provide information on rates and the services the company provides. Generally the company will ask for the following information:

- Complete name and street address where you want service (including apartment number, if applicable).
- Type of local telephone service you want.
- Other optional telephone services you may want. (Call forwarding or call waiting, for example).
- How you want your name to appear in the next edition of the telephone directory.
- Information about your previous local telephone Service.
- Other credit information, including employment or source of income.
- When you apply for service, the company must advise you of the lowest basic monthly service charge for one-party service.

Qualifying For Credit

Residential Applicants

If you are applying for service in your name and cannot provide satisfactory credit information, the company may refuse to provide service unless you furnish a deposit (see page). Satisfactory credit requirements will be based on the following conditions:

- If you have had previous service with any telephone company for at least 12 months and during that time established a satisfactory payment record, a deposit will not be required to obtain service.
- If you have not previously had telephone service in your name, or if you had service less than one year, you will need to provide proof of two or more of the following (or a deposit may be required to obtain service):
 - home ownership;
 - employment of at least two years with your current employer;
 - valid major oil company credit card;
 - valid major credit card;
 - checking account;
 - savings account;
 - age of 50 years or more.
- If your previous service was disconnected for nonpayment at any time during the past 12 months, the company may require you to make a deposit prior to beginning telephone service.

If you have failed to pay a past due bill for the same class* which you are now applying from any telephone company, the company may refuse to provide service unless you pay the past due bill and/or furnish a deposit.

Business Applicants

- Subject to the company's credit evaluation plan.

Verifying Credit

If the company needs time to verify your credit, the company must provide service if you pay an advance payment of both the applicable charges for connecting service and the estimated charges for the first 30 days of service. If, after checking your credit, the company finds it to be unsatisfactory, you will be informed of the reason. At that time, the company may refuse to provide or to continue service until you pay a deposit. If you request, the company must provide the reason for refusing service in writing.

If the company takes an application via telephone from a third party or user who will not be paying the bill for the service, the company must verify the third party or user's request with the person who will be paying the bill. If that person has not been contacted by the company or disclaims any responsibility for requesting that service within 20 days of the date of mailing of the first bill, the company cannot collect this bill. However, the users of the service will be responsible for paying for any message unit or toll charges billed to the account.